

## OPTUM MARYLAND PROVIDER ALERT CRITICAL INFORMATION FOR LAUNCH

DECEMBER 31, 2019

**\*\*\*This message is the same as one sent via the Optum Alert System (email from BNS Communications) this morning. If you did NOT receive that alert, sign up to receive Optum Maryland Alerts by sending your name, organization, and email address to: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).\*\*\***

Effective **TOMORROW, January 1, 2020**, Optum Maryland will become the new administrative service organization for the Maryland Public Behavioral Health System. Starting January 1, providers should continue to call the existing Call Center number – **1.800.888.1965**. Providers will hear a new menu of options, so please listen to the entire new menu. Since January 1 is a holiday, Optum Maryland's administrative offices will be closed but providers will be able to obtain a temporary authorization number for any crisis/emergency services or admissions.

Optum Maryland's [Incedo Provider Portal](#) will be available to providers at 8:00 AM (EST) on January 1, 2020 and will allow you to begin servicing participants that are part of the Maryland Public Behavioral Health System. The [Maryland.optum.com](http://Maryland.optum.com) website has [helpful tools](#), such as manuals, forms, guides, training videos, token and registration information, to assist in the administration of this program.

Optum Maryland's claims payment production process will begin on Thursday, January 9th. We anticipate checks being mailed first class on the 9th and 10th and should arrive at your offices within 1-3 business days. We are working to fully implement electronic payments for providers selecting that option within two to four weeks.

Beginning January 2, 2020, Optum customer service representatives will be taking your calls at **1.800.888.1965**. Customer service personnel will be available 7:00 AM until 7:00 PM EST, Monday through Friday for an interim period. After hours and holidays will be covered by clinical night staff for crisis and emergency services. Representatives will be able to respond to questions regarding authorization, claims, and eligibility as well as other issues. Providers can also reach us at [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).

Thank you,

Optum Maryland Team